DANIEL J. KARR

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Current Location: Fort Collins, CO
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WORK HISTORY

IT Generalist – CollectionCenter, Inc. | Loveland, CO
September 2019 – Present
- Handled support tickets from submission through follow up
- Streamlined the company's computer setup process by creating a custom Windows 10 image
- Automated administrative tasks via PowerShell which saved dozens of hours, plugged security holes, and increased visibility and compliance
- Administrated over 100 employees on the domain using Active Directory, Azure, Office 365, and other software solutions
- Network monitoring and troubleshooting
- Coordinated with vendors to troubleshoot, resolve issues, and push updates
- Supported Cisco phones and Jabber utilizing Cisco Unified Communications Manager
- Greatly reduced the bus factor by documenting processes and workflows
- Cross trained with the programming team and wrote programs in IMS BASIC to interact with the database
- New user setups in a high turnover office
- Security administration of cameras and electronic door key cards
- Physical installation of routers, switches, wireless access points, cabling, user stations, NAS, etc.
- Supported all hardware including computers, servers, NAS, phones, headsets, printers, copiers, faxes, routers, switches, access points… everything that plugs into a wall
- Had to transition and adapt to a more mobile workforce during COVID. Set up users for work over VPN and overcame the challenges of remote support of home workers.

Inventory Specialist – Regal Air Inc. | Fort Collins, CO
September 2018 to November 2018
- Researched and identified aircraft parts, mainly from the 1950s and 1960s
- Packaged parts for storage and delivery in a variety of methods
- Reported any military parts so they could be demilitarized

Food Delivery Driver – Garlic Knot | Fort Collins, CO
May 2014 to August 2015
- Provided quality customer service through positive and professional interactions with customers

Medical Records Data Entry – Drs. Uyemura & Jeng | Greeley, CO
October 2012 to January 2013

- Digitized paper medical records via data entry, accuracy was paramount
- Solved ambiguities by communicating with doctors, nurses, and technicians

EDUCATION & CERTIFICATIONS

Bachelor of Science in Applied Computing Technology
Colorado State University, May 2017
Cisco Certified Network Associate (CCNA): Routing & Switching
August 2019

TECHNICAL EXPERTISE

· Object Oriented Programming (OOP), Java, Kotlin, Network Administration, Linux, Windows, Python, XML, SQL, Powershell, Django
· Android Studio, Eclipse, Microsoft 365, Github, Cisco IOS

SOFTWARE PROJECTS

Published Android Apps on Google Play Store:

- **Quick! Jot** – Fast Note Taking App
  o Designed to be faster and more convenient than all alternative apps
  o Create, save, edit, categorize, sort, and delete notes
- **Daily Treasures** – Bible Reading and Scheduling App
  o Ability to create multiple reading schedules
  o Built custom SQLite database of the Bible by parsing massive text file with Python scripts
  o Independently saves the screen scroll position for each plan for ease of use